Complaints against doctors/staff working in CGHS dispensaries

3543. SHRI GANDHI AZAD: Will the Minister of HELATH AND FAMILY WELFARE be pleased to state:

(a) whether due to some reasons patients/beneficiaries do not make complaints against the doctors/staff working in CGHS dispensaries, particularly in Chanakyapuri CGHS Dispensary;

(b) if so, how such complaints are entertained and the manner in which these complaints are disposed of;

(c) whether Government propose to take any action against the said persons for the benefit of the patients; and

(d) if so, the details thereof and the action taken thereon?

THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY WELFARE (SHRI A. RAJA): (a) and (b) The Government is not aware of any such reasons.

Prompt action is taken on the complaints/grievances sent by CGHS beneficiaries as under:—

(i) Prompt acknowledgement of grievances received.

(ii) Careful analysis of the grievances by the CGHS.

(iii) Obtaining feedback from CGHS beneficiaries.

(iv) Decision obtained from Senior Officers on the grievances received.

(v) Selective interaction with beneficiaries/officials in the CGHS dispensaries/organisation.

(vi) Sending replies to the complainants.

(vii) Suitable action taken in accordance with rules, wherever required.

(viii) Inquiries conducted, as and when required.

(c) and (d) Inquiry into complaints about the functioning of CGHS is continuous process and suitable action is taken based on the inquiry.

Legislation on Surrogacy

3544. DR. C. NARAYANA REDDY: Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

(a) whether it is a fact that the legislation on surrogacy is in draft stage;